

Client Rights and Responsibilities

Client Rights

Mesa Vista Wellness believes that every client has the following rights:

- All clients have the right to be treated fairly, with dignity and with respect for their own right to privacy.
- All clients have the right to receive all wellness services in a caring, non-judgmental way.
- All clients have a right to receive all information in a format that meets their needs. You may request information in a specific format by speaking with any Mesa Vista Wellness staff member.
- All clients have a right to receive wellness services in a way that respects their culture, including the right to a bilingual provider or interpreter. Please let your provider know if there are any cultural considerations which you would like integrated into your treatment.
- All Clients have the right to take part in healthcare decisions about them, including treatment and recovery planning and the right to refuse treatment.
- All clients have the right to fully understand any treatment to which they are agreeing. If you need assistance or have questions or concerns please speak with any Mesa Vista Wellness staff member.
- All clients have the right to choose who is involved in their treatment. Please let your provider know if there are people you would like to have included in your treatment and to what extent.
- All clients have the right to file a complaint or grievance about their care or decisions about their care without repercussions. Complaints and grievances can be made by requesting a "Complaint Form" from any Mesa Vista Wellness staff member, filling it out and returning it to any Mesa Vista Wellness staff member.
- All clients have the right to see their own mental health and substance abuse treatment records based on federal and New Mexico state laws and to restrict access to the records based on those laws. You may request a copy of any part of your records by completing a "Consent for Release of Information" form and delivering it to any Mesa Vista Wellness staff member.

Client Responsibilities

Mesa Vista Wellness asks that every client take to heart the following responsibilities:

- All clients are responsible for providing, whenever possible, any information needed to provide quality care.
- All clients are responsible for being active participants in their treatment and for developing mutually agreed upon treatment and recovery goals.
- All clients are responsible for following these agreed-upon treatment and recovery plans and to let provider know if changes are needed.
- All clients are responsible for respecting their providers by keeping, changing or cancelling appointments instead of not showing up.